

Appendix 3: Query Format
Tender Ref. No. OICL/RO/ITD/PC-AMC/2022/01 Dated 24.11.2022

S.No.	Page No.	Point/Section #	Existing Clause	Query Sought	Replay
1	5	7	Bidder should have at least 5 resources with ITIL certification valid as on the date of bid submission or Bidder shall have ISO 20000 and ISO/IEC 27000 Certification.	As per the tender floated on GeM, prior experience and turnover are exempted for MSME's. This clause is contradictory if experience is exempted. This can be fulfilled by experienced bidders only, MSME (Micro) cannot fulfil. On the other hand prior experience and turnover are exempted/relaxed. Kindly exempt/relax this clause for MSME (Micro) company's	As per RFP
2	7.6	Performance Security	15 % PBG	3 % for MSME (Micro) provisioned by the ministry of finance. IF required we may submit the relevant document for the same.	Agreed
3	14.1	A (v)	The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs. Bidder is required to submit the back-to-back arrangement certificate on the OEM Letterhead.	As per APC they have not on boarded OICL UPS B2B for the current contract and they refused to take B2B for OICL UPS's further as OICL has outsourced any third party previously and since then APC has not taken AMC (B2B). Currently it is being manage by any third party not APC authorised service partner. As per APC and their policy they will not consider B2B if any third party involved and UPS's are too old. We request the concerned authority to allow other OEM authorized MAF and B2B AMC for UPS's. There will not be any deviation in the SLA and quality of service. The standard of service quality shall also be highly maintained.	As per RFP

Signature
29/11/22

